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Title: Providing Software Application Help
Based on Heuristics

Inventors: Garrett R. Goldfield, et al. Atty. Docket No.: 16319-08173

Sheet 1 of 10

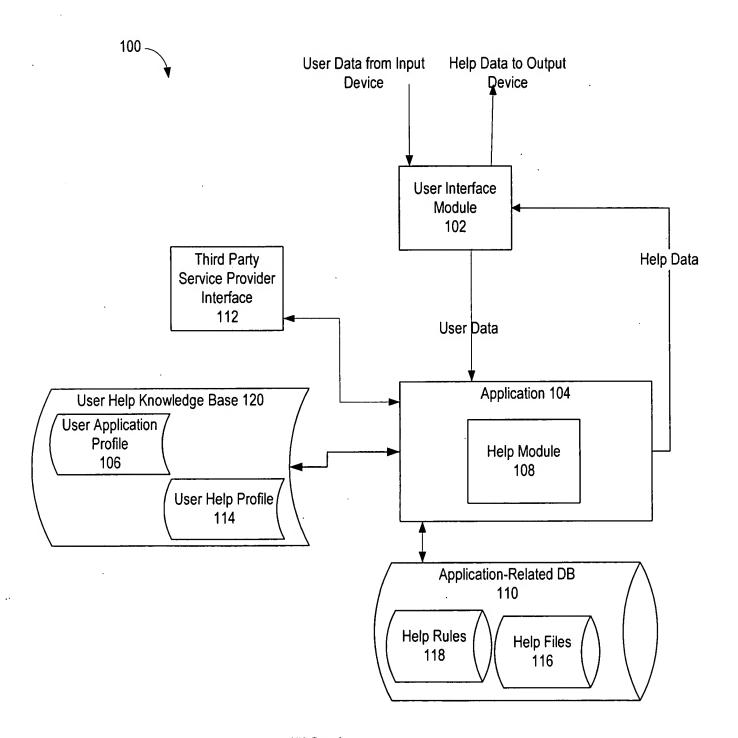


FIG. 1

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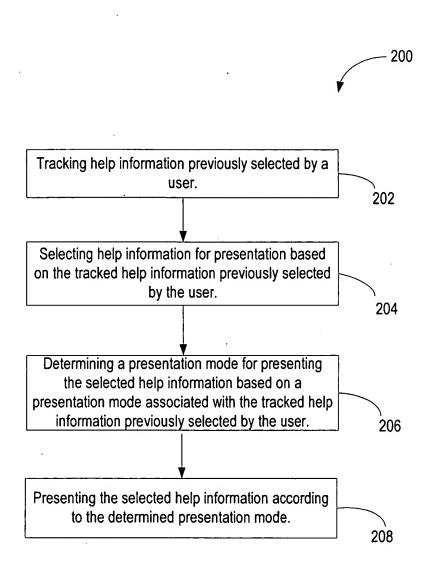


FIG. 2

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Sheet 3 of 10

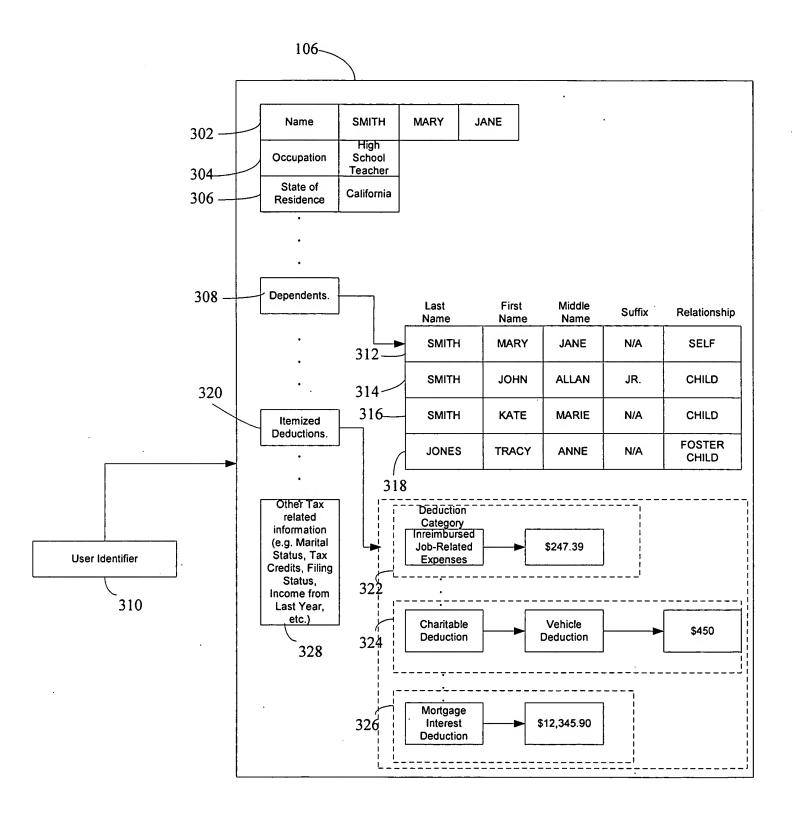


FIG.3A

Pop-up box 348 Presentation Pop-up box Mode Audio Help Toolbar Search 쭘 Mortgage Deductions Mortgage Deductions webpage Charitable Deductions webpage Help Setection webpage 3,42 Format Type Instructions Worksheet Tax Help 310 FAQs GoV.t ~340 Help Files Accessed User Identifier <filename> <filename> <filename> 338 Sequence within context 8 336_{2} Mortgage Interest Calculations Mortgate Interest Calculations Help Sub-Topic Vehicle Deduction Charitable Deductions Help Topic Mortgage Deductions Mortgate Deductions

332

330

Express Mail No.: EV 333134745 US
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Based on Heuristics
Inventors: Garrett R. Goldfield, et al.
Atty. Docket No.: 16319-08173
Sheet 4 of 10

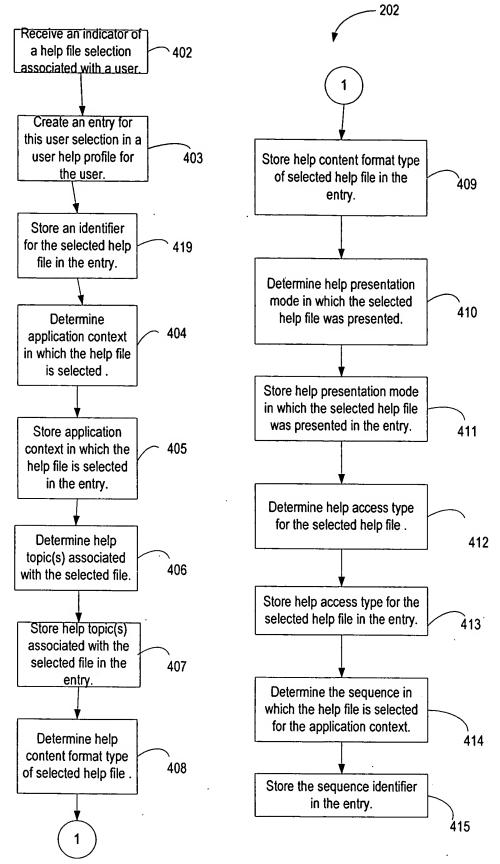


FIG.4

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Atty. Docket No.: 16319-08173

Sheet 7 of 10

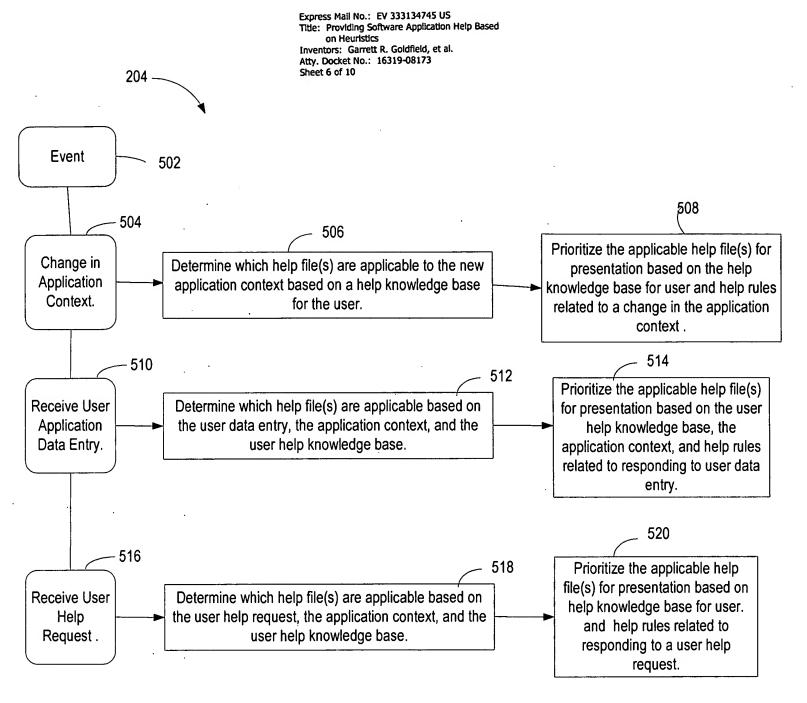
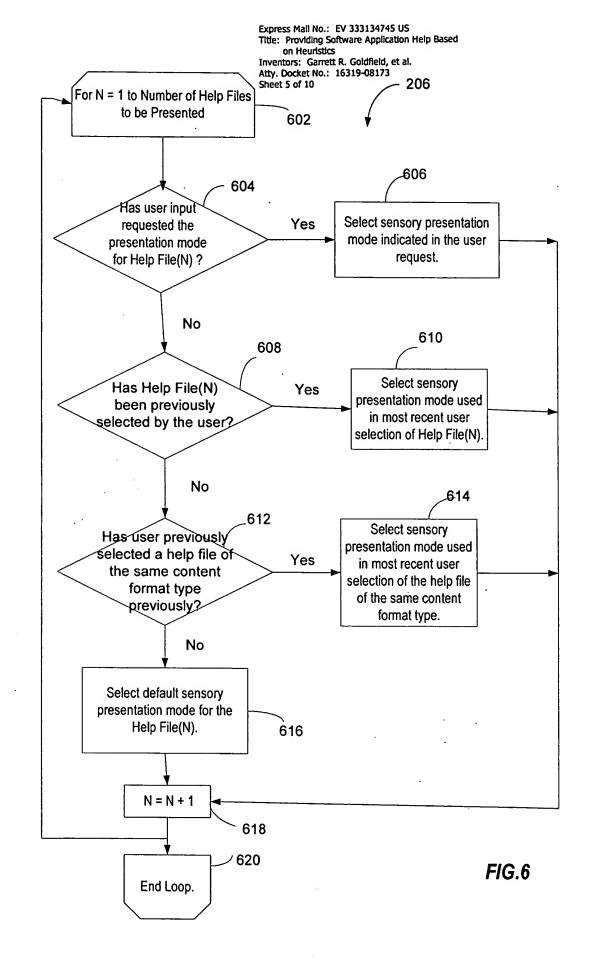
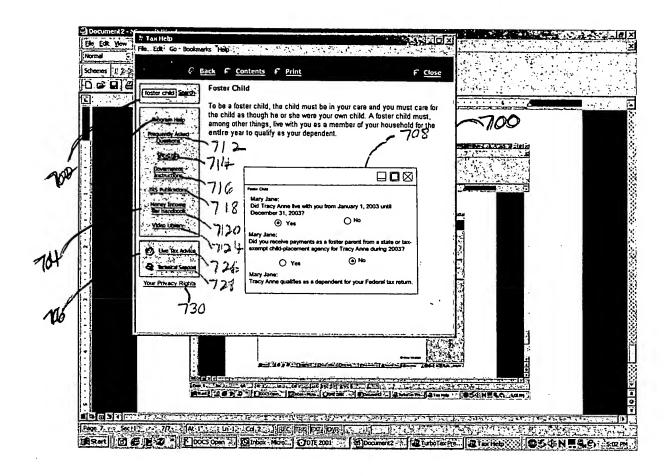


FIG.5





F16.7

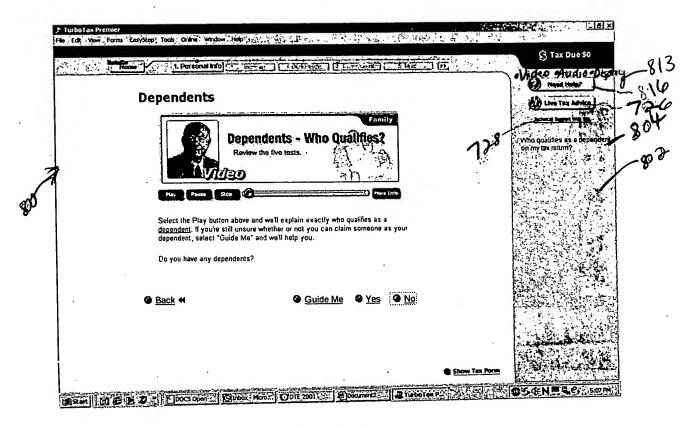
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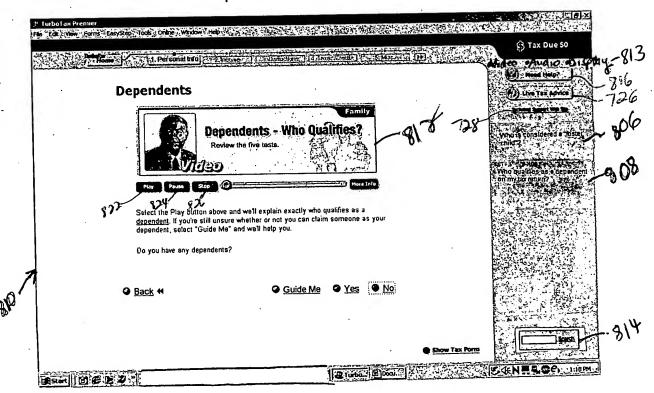
on Heuristics

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Sheet 8 of 10



F16.8A



F16.8B

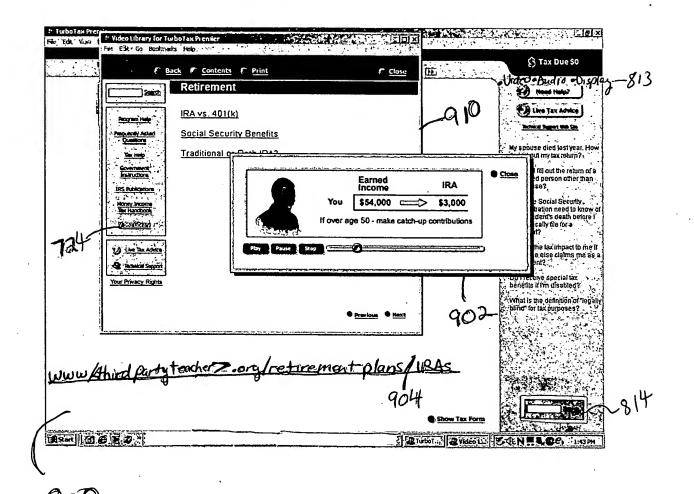
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on Heuristics

Inventors: Garrett R. Goldfield, et al. Atty. Docket No.: 16319-08173

Sheet 9 of 10



F16.9

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